



COUNTY OF LOS ANGELES
Internal Services Department

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Dave Lambertson
Director

To enrich lives through effective and caring service.

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March 2, 2005

To: Each Supervisor

From: Dave Lambertson
Director 

Subject: **AMENDMENT OF INFORMATION TECHNOLOGY SUPPORT
SERVICES MASTER AGREEMENT (ITSSMA) WORK ORDERS
N06-0101 AND N01-0221**

This is to notify you of ISD's intent to amend ITSSMA Work Order N06-0101 with Rydek Computer Professionals to increase the amount \$99,113 for a total cost of \$399,112 and Work Order N01-0221 with System Support Consultants to increase the amount \$171,350 for a total cost of \$421,350. The terms of both Work Orders will be extended until December 31, 2005. In accordance with ITSSMA guidelines, Board notification is required for all projects that will exceed \$300,000.

BACKGROUND

ISD's Midrange Computing Division uses ITSSMA to augment its technical resources and to help County departments meet critical Information Technology needs. This Division is responsible for maintaining a wide variety of servers that host critical County applications. More than 40 of these servers are UNIX servers. The subject Work Orders provide UNIX Service Level Agreements (SLA's) and Oracle installation, configuration and application server support for our customers.

SCOPE OF WORK

Under the direction of an ISD Project Manager, the consultants working under these Work Orders perform the following specific services:

- Systems Administration and Programming support for the Hewlett-Packard UNIX (HP-UX) operating system and system management software.
- Written SLA's and reports for UNIX platform customers.
- Technical consulting services to Division staff and customers.
- General systems troubleshooting and problem resolution.
- Creation and documentation of standards and procedures for installing and configuring Oracle 9iAS for in-house staff.
- Creation and documentation of guidelines on integrating applications with 9iAS for in-house staff and customers.
- Installation, configuration, testing, and implementation of Oracle 9iAS software and components, including new releases and applicable patch releases.

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- Analysis and resolution of 9iAS or OAS errors and reported problems.
Coordination of fixes with software vendors and customers.

JUSTIFICATION

The skill sets provided by these consultants are critical to the ongoing UNIX services provided by the Midrange Computing Division. County staff is not available to provide these essential functions. These demands will be met by prioritized recruitment at the levels of IT Specialist and Senior Systems Programmer. The ITSSMA Work Orders will be terminated once the recruitment is completed.

FISCAL IMPACT

The consultants' hourly rates on the proposed extensions of the Work Orders will remain the same. The total amount of the extensions is \$270,463. Funding is allocated in the ISD Services and Supplies Budget for fiscal years 2004-2005 and 2005-2006. Costs are recovered through chargeback for computer server administration services to County departments.

NOTIFICATION TIMELINE

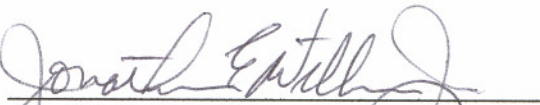
Consistent with ITSSMA policies and procedures, we are informing your Board of our intention to extend the term of these Work Orders. In two weeks time, we will proceed with the extension.

If there are any questions or comments, your staff may contact me or Richard Sanchez, Acting General Manager, Information Technology Services, at (562) 940-2901.

DL:DC:jr

c: Chief Administrative Officer
County Counsel
Executive Office, Board of Supervisors

NOTED AND APPROVED:


Jon W. Fullinwider
Chief Information Officer